	<p>DELAWARE HEALTH AND SOCIAL SERVICES</p> <p>Division of Services for Aging and Adults with Physical Disabilities</p>	<p>Personal Care Service Specification Elderly and Disabled Waiver</p>
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WAIVER SERVICE SPECIFICATION

1.0 SERVICE DEFINITION

- 1.1 Personal care includes assistance with activities of daily living (ADL's) (bathing, dressing, personal hygiene, transferring, toileting, skin care, eating and assisting with mobility). When specified in the plan of care, this service includes assistance with instrumental activities of daily living (IADL's) (e.g. light housekeeping chores, shopping, meal preparation). Assistance with IADL's must be secondary and essential to the health and welfare of the participant. Escort to a physician or clinic may be permitted according to the policy of the Home Health Agency.

2.0 SERVICE GOAL

- 2.1 Personal Care provides in-home support in ADL's and IADL's.

3.0 SERVICE UNIT

- 3.1 The unit of service for personal care is fifteen (15) minutes of aide service.
3.2 The minimum billing unit is one (1) fifteen-minute increment.
3.3 Time spent preparing for the visit and travel is not billable.
3.4 The provider is permitted to bill for one hour (4 units) of service when unable to gain access, however billing for lack of access more than 3 times per year is not permitted.

4.0 SERVICE AREA

- 4.1 Providers of personal care are permitted to define sub-areas of service within the state.


5.0 SERVICE LOCATION

- 5.1 Personal care service must be provided in the participant's home, while the participant is present.

6.0 SERVICE DESCRIPTION

- 6.1 Personal Care Services are to be prior-authorized by the Division of Services (DSAAPD). Personal Care Service will be provided by trained staff under the direction of an RN in accordance with State and Federal regulations.
- 6.2 Prohibited Services
- 6.2.1 Nursing care (including the administration of medicines, as defined by the Delaware Nurse Practice Act.
- 6.2.2 Companion service
- 6.2.3 Nail or foot care of diabetics
- 6.2.4 Service unit in which ADL/IADL assistance is not provided.
- 6.2.5 Makeup, professional hair care or barbering.
- 6.2.6 Care of pet, lawn, garden, raking, or snow removal.




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- 6.2.7 Assistance with heavy-duty cleaning, furniture moving, window washing, or other heavy work.
- 6.2.8 Financial or legal advice.
- 6.2.7 Personal care service in a long term care, acute care, or other health care setting.

7.0 SERVICE STANDARDS

- 7.1 The provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.
- 7.2 The provider shall not enter into any subcontracts for any portion of the coordination of services covered by this contract without obtaining prior written approval from DSAAPD.
- 7.3 The provider must develop and maintain policies and procedures for the delivery of personal care services.
- 7.4 The provider's Registered Nurse (RN) is responsible for conducting an in-home evaluation visit and developing a detailed care plan for each client based on DSAAPD's determination of client need.
- 7.5 The provider must assess the participant and establish a care plan within five (5) calendar days of referral.
- 7.6 The provider must start services within five (5) calendar days of their assessment.
- 7.7 The provider must notify DSAAPD if services are not started within ten (10) calendar days of referral.
- 7.8 The provider must commit Personal Care service at the times/days requested by DSAAPD.
- 7.9 The provider must notify the participant of any change in schedule, or interruption of service.
- 7.10 The provider must discuss any proposed modification of the care plan with DSAAPD or the designated case management provider.
- 7.11 The provider must maintain a current care plan in the participant's home.
- 7.12 The provider must ensure access to authorized representatives of Delaware Health and Social Services and/or CMS to the participant's case files and medical records.
- 7.13 The provider must inform DSAAPD of other potential payors of Personal Care service (i.e. Hospice, Medicare, etc.)
- 7.14 The provider must maintain the participant's right of privacy and confidentiality.
- 7.15 The provider must comply with DSAAPD quality assurance initiatives related to this program.



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- 7.16 The provider must cooperate with DSAAPD to resolve problems which threaten participant service.
- 7.17 The provider must notify DSAAPD and participant in writing two (2) weeks prior to termination of services. The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
- 7.18 The provider must give DSAAPD thirty (30) days written notice if terminating five (5) or more participants at a given time.

